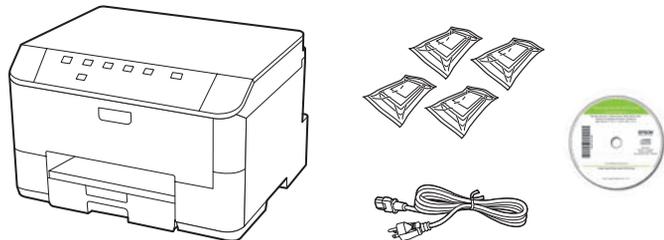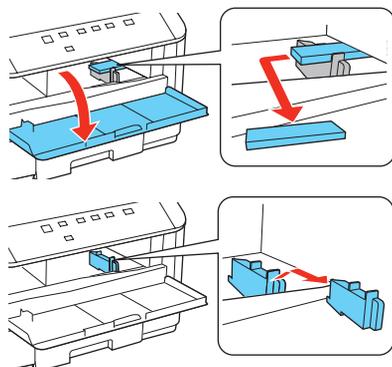# WorkForce® Pro WP-4010 Series
Start Here

*Read these instructions before using your printer.*

1 Unpack

Caution: Do not open ink cartridge packages until you are ready to install the ink. Cartridges are vacuum packed to maintain reliability.

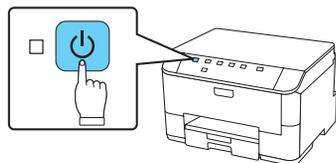Remove all tape and protective materials, including the foam and plastic inside the printer.

2 Turn on

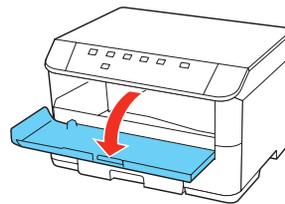**1** Connect the power cord to the back of the printer and to an electrical outlet.
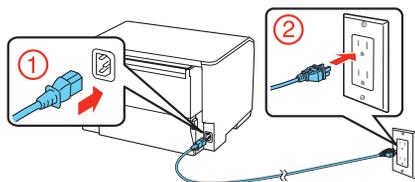
Caution: Do not connect to your computer yet.
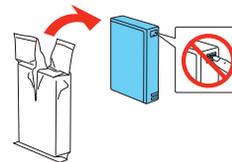
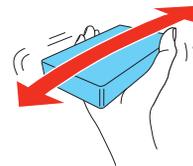**2** Press the ⏻ power button.

3 Install ink cartridges

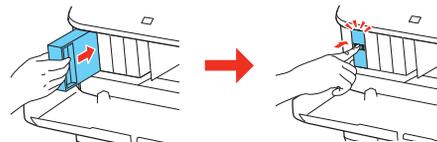**1** Open the front cover.

2 Unpack the four ink cartridges.

3 Shake each cartridge as shown for about 5 seconds.

4 Install each cartridge in the correct slot for its color. Push each cartridge in until it clicks.

5 Close the front cover.
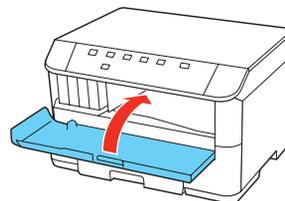
The printer starts priming the ink. This takes about 12 minutes. When the green ⏻ power light stops flashing, priming is complete.

Note: The included cartridges prime the printer and print about 1000 black pages/900 color pages. Actual page count will vary.

Caution: Don't turn off the printer or open the cover while it is priming or you'll waste ink.

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4 Load paper in the cassette

You can load letter-, A4-, or legal-size plain paper in the cassette. For instructions on loading envelopes and special paper in the rear MP tray, see the online *User's Guide*.
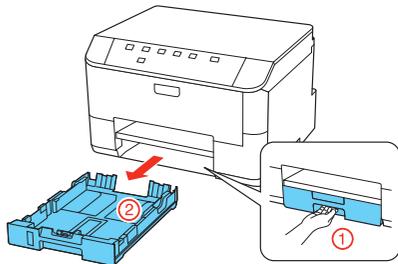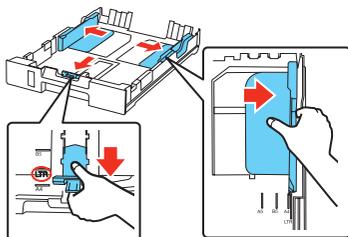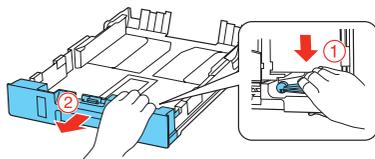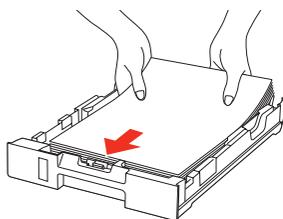
1 Pull out the paper cassette.

2 Slide the edge guides outward, and position them for the size of paper you are using.
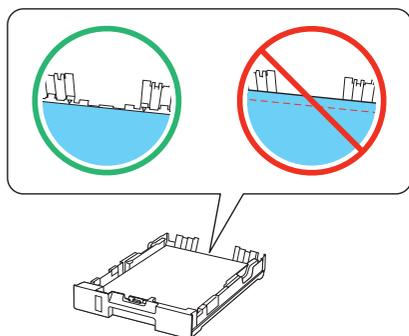

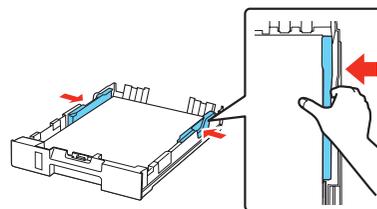**Note:** If you are loading legal-size paper, extend the cassette as shown.

3 Insert the paper with the glossy or printable side facedown.

Note: Make sure the paper is loaded against the front edge guide and not sticking out from the end of the cassette.

4 Slide the edge guides against the paper, but not too tight. Make sure the paper is under the tabs on the edge guides.

5 Gently insert the paper cassette.
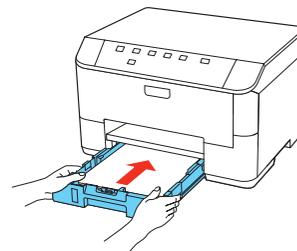
Note: The paper may slide forward slightly as you insert the cassette. This is normal.

6 Extend the output tray and raise the paper stopper as shown. (Do not raise the paper stopper for legal-size paper.)
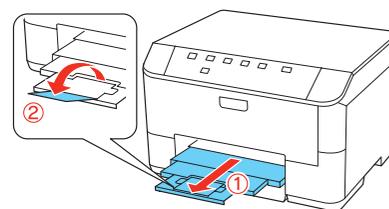
5 Install software

Note: If your computer does not have a CD/DVD drive, you can download the software from the Epson website (see "Epson technical support").

Caution: Be sure to close your other programs, including any screen savers and virus protection software, before beginning this software installation.

1 Make sure the printer is **NOT CONNECTED** to a computer.
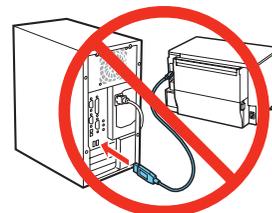
Windows®: If you see a Found New Hardware screen, click **Cancel** and disconnect the USB cable. You can't install your software that way.

2 Insert your product CD.

3 **Windows:** If you see the AutoPlay window, click **Run Setup.exe.** If you see the User Account Control screen, click **Yes** or **Continue**.

Mac OS® X: Double-click the ![Epson disc icon] **Epson** icon.

4 Click **Install** (Windows) or **Continue** (Mac OS X) and follow the instructions on your computer screen.

Any problems?

Network setup and printing problems

- Press the ![network info] button to print a network status sheet.
- When using TCP/IP, make sure your network's DHCP option is enabled.
- Try changing the network cable and/or the network port connection to your router.
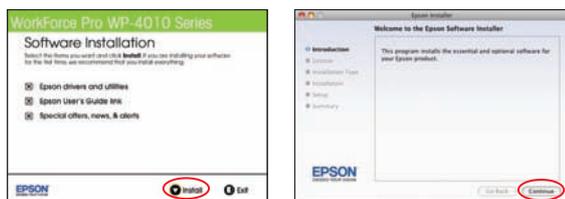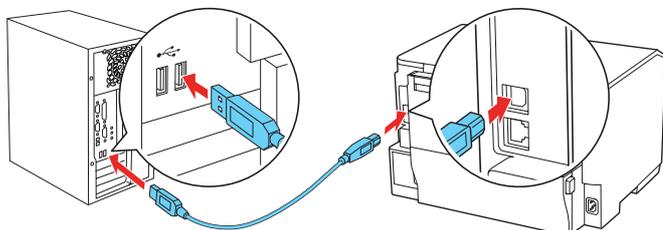- Disable the firewall temporarily to see if that may be causing the problem. Contact your firewall manufacturer for assistance.
- If you have assigned a static IP address, make sure it is not being used by another device.

Setup is unable to find my printer after connecting it with a USB cable.

Make sure it is securely connected as shown:

Printing problems

Printing stops when an ink cartridge is expended. If a cartridge is expended, you must replace it to continue printing.
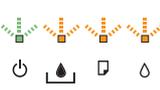
Print quality problems

- Make sure your paper is loaded printable side down in the cassette (usually the whiter, brighter, or glossy side).
- If you notice light or dark bands across your printouts or they are too faint, run a nozzle check to see if the print head needs cleaning. See the online *User's Guide* for more information.
- The ink cartridges may be low on ink. Check your cartridge levels and replace cartridges, if necessary. See the online *User's Guide* for more information.

Error indicators

If you see one of the error indicators below, follow the steps here to proceed:

▪ ▪ On   ⁑ Flashing slowly   ⁑ Flashing fast

Indicator	Description
▫ 🗋	Paper is out, paper size doesn't match, or multiple sheets have fed at the same time. Load paper correctly and press the 🗋 paper feed button.
⁑ 🗋	Paper is jammed in the cassette, the duplexer, or inside the printer. Remove the jammed paper and press the 🗋 paper feed button.
⁑ ⁑ ⏻ 🗋	The front cover is open. Close the cover.
⁑ ◊	The indicated ink cartridge is running low on ink. Make sure you have a replacement cartridge.
▫ ◊	The indicated ink cartridge is expended or not installed correctly. Replace or reinstall the ink cartridge.
⁑ 🖤	The maintenance box is nearing the end of its service life. Make sure you have a replacement box.
▫ 🖤	The maintenance box is at the end of its service life or not installed. Press the 🖤 and 🎨 ink buttons at the same time to clear the error, then replace the maintenance box.
⁑ ⁑ ⁑ ⁑ ⏻ 🖤 🗋 ◊	Printer error. Turn the printer off and check for jammed paper. Make sure you remove the protective foam and plastic from inside the printer. Then turn the printer back on. If the error does not clear, contact Epson.
▭ Ethernet	Network connection error. Turn the printer off and then on again. Check all network cables and router connections.

Any questions?

On-screen help with your software

Select **Help** or **?** when you're using your software.

User's Guide

Click the icon on your desktop (or in the **Applications/Epson Software/Guide** folder on Mac OS X) to access the online *User's Guide*, software downloads, Epson Supplies Central®, and more (requires an internet connection). If you don't have a User's Guide icon, you can install it from the CD or go to the Epson website, as described under "Epson Technical Support."

Epson technical support

Visit **epson.com/support** (U.S.) or **epson.ca/support** (Canada) where you can download drivers, view manuals, get FAQs, or e-mail Epson.

You may also speak with a support specialist by calling:
- **U.S.**: (562) 276-7202, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM Saturday
- **Canada**: (905) 709-2567, 6 AM to 8 PM, Pacific Time, Monday through Friday

Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Recycling

Epson offers a recycling program for end of life hardware and ink cartridges. Please go to **www.epson.com/recycle** for information on how to return your products for proper disposal.

Need paper and ink?

Try Epson paper with DURABrite® Ultra Ink for professional results. For the right supplies at the right time, you can purchase them at Epson Supplies Central at **www.epson.com/ink3** (U.S. sales) or **www.epson.ca** (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

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Epson printers, ink and specialty papers.

Genuine Epson paper

Epson offers a wide variety of business and photo papers to meet your needs; visit Epson Supplies Central for more information.

Presentation Paper Matte
Smooth, non-glare, instant-drying paper ideal for reports, newsletters, and graphical presentations.

Genuine Epson inks

DURABrite Ultra INK

Look for the numbers below to find your cartridges. It's as easy as remembering your number!

WorkForce Pro WP-4010 Series ink cartridges

Color	High-capacity	Super High-capacity
● Black	676XL	711XXL
● Cyan	676XL	711XXL
● Magenta	676XL	711XXL
● Yellow	676XL	711XXL

Epson Connect

Get instant, wireless printing of photos and attachments right from smartphones, iPads, tablets, and other popular mobile devices. See **www.epson.com/connect** for details.